GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:2061
ANSWERED ON:06.12.2006
INSPECTION OF PASSPORT OFFICES
Bhargav Shri Girdhari Lal;Maheshwari Smt. Kiran

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether inspection of various Passport Offices, particularly in Rajasthan has been carried out during the last three years;

(b) if so, the details thereof, RPO-wise;

(c) the shortcomings detected in the various RPOs during these inspections; and

(d) the steps taken/proposed to be taken to overcome them?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI E. AHAMED)

(a) & (b) Yes. A list of inspections of Passport Offices carried out during the last three years is enclosed as an annexure. Passport Office, Jaipur was inspected on 28-29 August 2005 & 30 January to 1 February 2006.

c) During inspections of Passport Offices, shortcomings falling in the following major categories have been noticed:-

i not conducting proper scrutiny of applications at the time of receipt of the same;

ii not making special arrangements for Tatkal cases;

iii delays in despatch of Personal particular forms to Police Authorities;

iv instances of delays in the granting and issue of passports after receipt of clear Police Verification Reports;

v wrong 'Emigration Clearance Required' (ECR) endorsements;

vi delays in despatch of passports;

vii absence of prompt redressal of grievances of passport seeking public; and

viii absence of requisite amenities for passport applicants.

(d) After each inspection, a list of shortcomings noticed is sent to the concerned Passport Office with the instructions to take prompt remedial steps. Major shortcomings are also brought to the notice of all Passport Offices through periodic circulars so that suitable steps could be taken to avoid the same.